Harford County Health Department (HCHD)
January - August 2013
Quality Improvement Story Board
Improving Communication with Limited English Proficiency (LEP) Populations

**PLAN**
Identify an Opportunity & Plan for Improvement

1. **Getting Started**
The HCHD initiated QI efforts in order to improve its approach for addressing the needs of Limited English Proficiency (LEP) populations residing in Harford County. Due to the increasing number of LEP populations in the County, HCHD staff realizes the importance of improving communication in order to better serve client’s needs.

![Limited English Proficiency (LEP) Population in Harford County](image)

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of Individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>3,413</td>
</tr>
<tr>
<td>2010</td>
<td>5,606</td>
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After completing the issues chart, the team ranked the issues based on its impact on the goal and how frequently the problem occurs. From the top-ranked issues, the 5 why technique was used to determine the following root causes:
- Marketing translation services is costly
- Non-standardized translation process
- Undefined criteria for when to use translation services
- Lack of uniformity/script for initial contact
- No advertisements for bilingual candidates

**CHECK/STUDY**
Use Data to Study Results of the Test

7. **Study the Results**

![Number of Times Translation Was Used Baseline vs. Outcome](image)

On average, translation services were used 64 times per month between June and July 2013.

**LESSONS LEARNED**
1. Uniformity is key.
2. Some elements are outside of our control.
3. Training of individual staff is important.

**ACT**
Standardize the Improvement and Establish Future Plans

8. **Decide Next Steps**
The improvement theory was ADOPTED. To institutionalize, a feedback loop will be established to ensure new LEP information is relayed from the LEP Coordinator to the LEP Representatives to staff and that comments/concerns will be sent back through the loop.

9. **Establish Future Plans**
While the training and guidance increased documentation of translation service use, the group agreed in order to increase translation use further more clients need to be brought into the HCHD through outreach efforts.